AT&T Business Voice Mail

Comprehensive
Messaging Solution

at&t

Welcome to AT&T Business Voice Mail

AT&T Business Voice Mail is an easy-to-use, easy-to-set-up business messaging tool. Before voice mail can work for you, however, you will need to set up and personalize your voice mailbox. Please refer to your Welcome Letter for important information you'll need to get started. The letter contains your access number, voice mail series type, mailbox number and temporary password. If you do not have your Welcome Letter and you have service in California, call Customer Service at 1-800-540-8020 if you are calling from California or 1-800-989-8020 if you are outside California to get the important information you need to set up and use Voice Mail. If you have service in Nevada, please call 1-877-469-2355.

Using this detailed instruction guide, you'll be able to set up your voice mailbox and learn some time-saving shortcuts.

Record your series and access number here for easy reference.

Voice Mail Series _____

Mailbox or Access Number _____

Table of Contents

Getting Started

How Does Your Voice Mail Work?

Think of voice mail as your own message manager. When you're away from your desk, on your phone or on the Internet, voice mail answers all incoming calls. Your callers will hear your personal greeting and can leave a detailed private message, which is recorded by a computer and stored in your own mailbox. That means you'll get clear, accurate messages all the time.

Business Voice Mail makes it easy to keep in touch when you're on the go. You can retrieve your messages at any time by dialing your access number (excluding Series 50) or dialing your mailbox number (Series 50) from a touch-tone phone and following the recorded instructions to retrieve your messages.

AT&T Messaging offers various voice mail products to fit your business's needs.

Using This Instruction Guide

This guide contains all the information you need to set up and use your voice mail system. Look for the following symbols for additional information.

✓ Look for this symbol for important information on using your voice mail system.

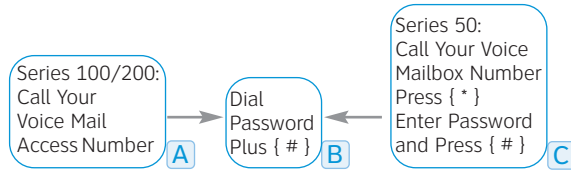Quick Tip Get a quick overview of set-up steps in the Quick Tip boxes.

Services	Features
Voice Mail Series 50	• Direct-dialed, message-only mailbox • Covers multiple lines with just one mailbox • Perfect for employees who travel, are out of the office frequently or do not have a physical office • Available with quantity and term discounts
Voice Mail Series 100	• Private mailbox for each direct line • Links multiple locations easily for improved intraoffice messaging • Supports features such as Call Transfer to Attendant and Message Waiting Indicator • Available with quantity and term discounts
Voice Mail Series 200 (Port Based - CA Only)	• Self-managed, on-site voice messaging system using your own network connection • Link all your office locations • Supports features such as Call Routing and Detail Reporting • Available with quantity and term discounts

Voice Mail is provided by AT&T Messaging.

Voice Mail Series 50 and Series 100
If the local service for the telephone line(s) associated with this service includes a per-call or per-minute local call charge, that charge will apply to the use of your Voice Messaging Service. Charges apply for a local call every time a message is retrieved from the mailbox or the mailbox is accessed in any way from that local telephone number. Applicable local call charges also apply every time a caller leaves or attempts to leave a message. If the local call on the telephone number(s) associated with this voice messaging service is on a calling plan (e.g. minutes-of-use plan), calls to the mailbox (as described above) will be counted against the monthly allowance. Calls to the mailbox from outside the local calling area of the telephone number associated with the mailbox incur applicable local toll or long distance charges.
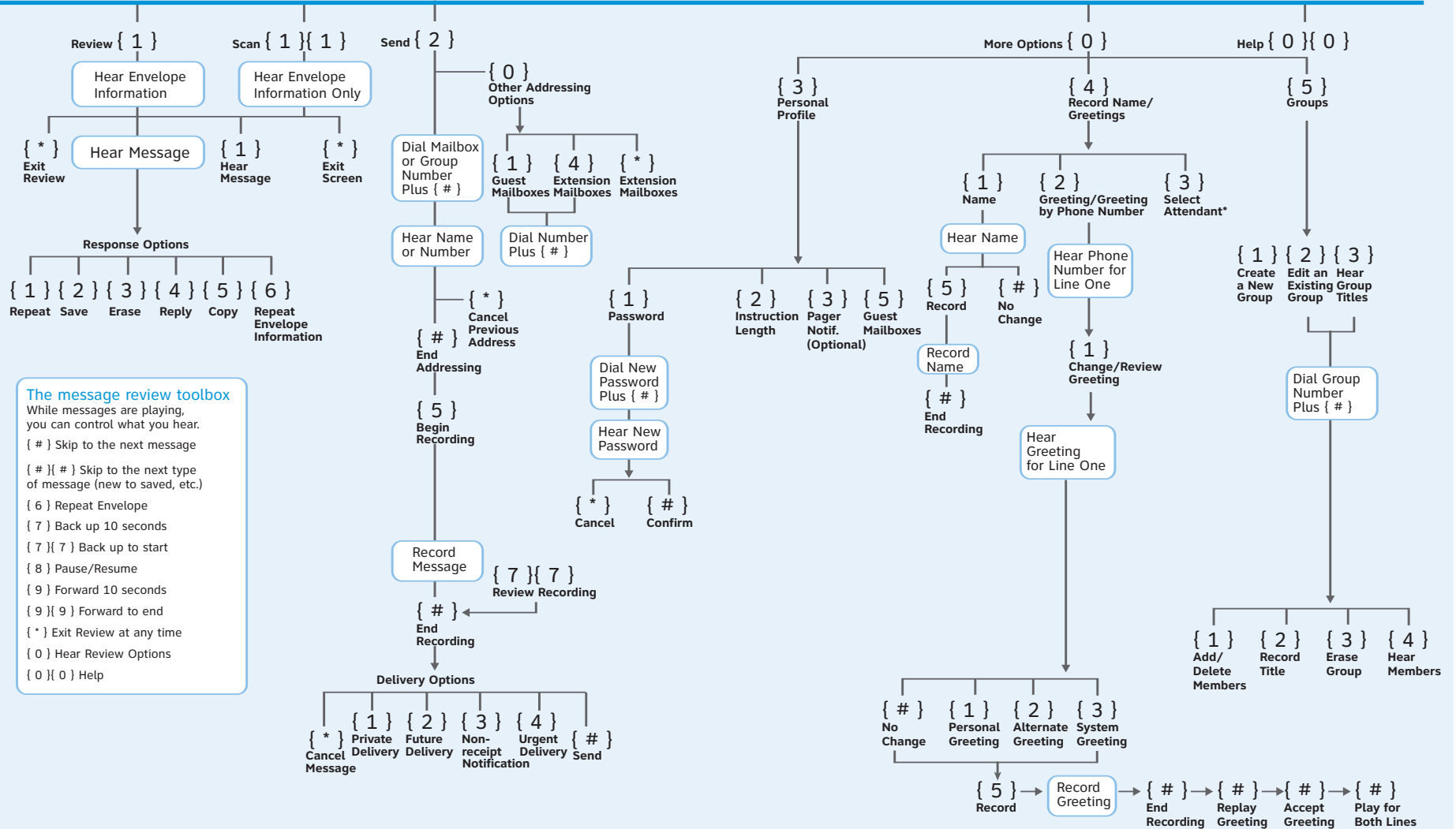
Navigation Map

Series 100/200:
Call Your Voice Mail Access Number **A**

→ Dial Password Plus { # } **B**

← Series 50:
Call Your Voice Mailbox Number
Press { * }
Enter Password and Press { # } **C**

A Access Number – The local number you call to access voice mail. Your access number is listed on your Welcome Letter.

B Password – The key to your voice mailbox, keeping your messages secure. A temporary password is listed on your Welcome Letter.

C Mailbox Number – The number where your messages are stored. (The same as your 7-digit telephone number for Series 100 and 200.)

Main Menu

Review { 1 }
- Hear Envelope Information
  - **{ * }** Exit Review
  - Hear Message
    - **Response Options**
      - **{ 1 }** Repeat
      - **{ 2 }** Save
      - **{ 3 }** Erase
      - **{ 4 }** Reply
      - **{ 5 }** Copy
      - **{ 6 }** Repeat Envelope Information

Scan { 1 }{ 1 }
- Hear Envelope Information Only
  - **{ 1 }** Hear Message
  - **{ * }** Exit Screen

The message review toolbox
While messages are playing, you can control what you hear.
- { # } Skip to the next message
- { # }{ # } Skip to the next type of message (new to saved, etc.)
- { 6 } Repeat Envelope
- { 7 } Back up 10 seconds
- { 7 }{ 7 } Back up to start
- { 8 } Pause/Resume
- { 9 } Forward 10 seconds
- { 9 }{ 9 } Forward to end
- { * } Exit Review at any time
- { 0 } Hear Review Options
- { 0 }{ 0 } Help

Send { 2 }
- **{ 0 }** Other Addressing Options
  - **{ 1 }** Guest Mailboxes
  - **{ 4 }** Extension Mailboxes
    - Dial Number Plus { # }
  - **{ * }** Extension Mailboxes
- Dial Mailbox or Group Number Plus { # }
  - Hear Name or Number
    - **{ * }** Cancel Previous Address
    - **{ # }** End Addressing
    - **{ 5 }** Begin Recording
      - Record Message
        - **{ 7 }{ 7 }** Review Recording
        - **{ # }** End Recording
          - **Delivery Options**
            - **{ * }** Cancel Message
            - **{ 1 }** Private Delivery
            - **{ 2 }** Future Delivery
            - **{ 3 }** Non-receipt Notification
            - **{ 4 }** Urgent Delivery
            - **{ # }** Send

More Options { 0 }
- **{ 3 }** Personal Profile
  - **{ 1 }** Password
    - Dial New Password Plus { # }
    - Hear New Password
      - **{ * }** Cancel
      - **{ # }** Confirm
  - **{ 2 }** Instruction Length
  - **{ 3 }** Pager Notif. (Optional)
  - **{ 5 }** Guest Mailboxes
- **{ 4 }** Record Name/ Greetings
  - **{ 1 }** Name
    - Hear Name
      - **{ 5 }** Record
        - Record Name
        - **{ # }** End Recording
      - **{ # }** No Change
  - **{ 2 }** Greeting/Greeting by Phone Number
    - Hear Phone Number for Line One
      - **{ 1 }** Change/Review Greeting
        - Hear Greeting for Line One
          - **{ # }** No Change
          - **{ 1 }** Personal Greeting
          - **{ 2 }** Alternate Greeting
          - **{ 3 }** System Greeting
            - **{ 5 }** Record
              - Record Greeting
                - **{ # }** End Recording
                - **{ # }** Replay Greeting
                - **{ # }** Accept Greeting
                - **{ # }** Play for Both Lines
  - **{ 3 }** Select Attendant*

Help { 0 }{ 0 }
- **{ 5 }** Groups
  - **{ 1 }** Create a New Group
  - **{ 2 }** Edit an Existing Group
  - **{ 3 }** Hear Group Titles
    - Dial Group Number Plus { # }
      - **{ 1 }** Add/ Delete Members
      - **{ 2 }** Record Title
      - **{ 3 }** Erase Group
      - **{ 4 }** Hear Members

*Optional service for Series 100 and 200 only.

Setting Up Your Voice Mailbox

Follow the simple steps below to set up your voice mailbox. Refer to your Welcome Letter for your access number, mailbox number and temporary password. (If you've already set up your mailbox, please turn to page 8.)

- Voice Mail Series 50: Dial your mailbox number and press { * } to interrupt the greeting.

- Voice Mail Series 100 and Series 200 (CA only): Calling from your business line, dial your access number.

- Voice Mail (NV only): Calling from your business line, dial { * }{ 9 }{ 8 } (where available). If { * }{ 9 }{ 8 } is not available in your area, dial your access number.

- Enter your temporary password and press { # }. You will also need to dial your mailbox number if you are setting up your mailbox away from your business phone line.

If you are a California customer and forgot your access number and/or password, call:

- 1-800-540-8020 in California
- 1-800-989-8020 outside California

If you are a Nevada customer and forgot your access number and/or password, call:

- 1-877-469-2355

Setting Up Your Mailbox For The First Time

The first time you enter your mailbox, you will need to complete these three steps:

Step 1 – Change your password

Your voice mail password will keep your messages private, just as your ATM PIN keeps your banking information private.

- Press { 1 } after the brief orientation and follow the prompts to change your temporary password. This password has been assigned by AT&T Messaging and can be found on your Welcome Letter.

- Choose a password between 6 and 13 digits. It cannot start with zero (0).

For your security, you should change your temporary password immediately, even if you are not yet using your mailbox. When choosing a password, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the password. Do not repeat digits (e.g., 444444), do not use sequential digits (e.g., 123456) and do not use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your password as you would your ATM PIN. Select a password of at least six digits, up to a maximum of 13. For added security, you should change your password periodically and check your greetings to make sure they have not been changed.

- Dial your new password and press { # } .

- Press { # } to confirm your new password.

If you have extension mailboxes, please refer to page 18 for instructions on how to set them up.

Step 2 – Record your name

Your recorded name is what other voice mailbox users will hear when they send you a message from their mailbox. Record the name that will identify your mailbox within the voice mail system – your first and last name or your company name (for example, "Tom Smith, the ABC Group").

- Press { 5 } and state your first and last name or company name, then press { # }.

- Press { # } to accept or press { * } to cancel and { 5 } to record again.

Step 3 – Record your personal greeting

When voice mail answers the phone, callers will hear your personalized greeting.

- Press { 5 } to begin recording and { # } when you're finished.

- Press { # } to accept or press { * } to cancel and { 5 } to record again.

Using AT&T Business Voice Mail

Voice mail from AT&T Messaging is the right way to do business. You'll never have to worry about replacing tapes, untangling cords, power failures or listening to your partner's messages. The voice mail system never takes a lunch break or becomes victim to coffee spills. It answers even when you're already on the phone or away from your desk. Best of all, no one else hears your messages – unless you want them to.

Accessing Your Mailbox

To access your voice mailbox to check messages, change your greeting or set up additional messaging features:

Voice Mail Series 50:
1. Dial your mailbox number and press { * } to interrupt the greeting.

Voice Mail Series 100 and Series 200 (CA only):
1. Calling from your business line, dial your access number.

Voice Mail (NV only):
1. Calling from your business line, dial { * }{ 9 }{ 8 } (where available).
    If { * }{ 9 }{ 8 } is not available in your area, dial your access number.

2. Enter your password and press { # } .

3. If away from your business phone line, enter your mailbox number and press { # }.

Opening Choices

From the main menu, you can access a variety of voice mail functions.

Review messages – Press { 1 } to listen to messages.

Scan messages – Press { 1 }{ 1 } to scan through all your new messages.

Send messages – Press { 2 } to send messages directly to another AT&T Voice Mail (business and/or residential) subscriber within your calling area. Please refer to the Navigation Map in this guide for detailed instructions.

You can also use special delivery options:

• Private – Ensures the message can't be copied/forwarded to other mailboxes.

• Future Delivery – Lets you specify the date and time the message is to be delivered, up to one year in the future.

• Non-Receipt Notification – Lets you know if the message you sent hasn't been reviewed within 24 hours of delivery.

• Urgent Delivery – Ensures your message is played before messages that are sent via normal delivery.

Personal profile – Press { 3 } to either change your password or to set up Pager Notification or Call Transfer to Attendant.

Greetings – Press { 4 } to change your greetings.

Groups – Press { 5 } to create a group list to broadcast messages to other voice mail users.

You can press { 0 }{ 0 } for recorded help whenever you need additional instructions.

Quick Tip If you ever get lost, just keep pressing { * } until you return to Opening Choices.

• Pressing { * } cancels what you're doing and sends you back one step. Press { * } if you make a mistake. Use the { # } key to confirm your entry.

• Pressing { # } alerts the system that you've finished that action.

IMPORTANT NOTE FOR Voice Mail SERIES 100 and SERIES 200 (Port-Based CA Only) USERS

If you are not calling from your business line, you will need to dial your access number followed by your password and mailbox number to retrieve your messages.

Opening Choices

Review messages – Press { 1 } to listen to messages. Any messages marked urgent are played first. Your messages will be played one at a time, noting the date and time the message was sent. You will have the opportunity to respond to each message. Please listen to the prompts after the message is read or refer to the Navigation Map in this guide to determine your next action.

Review Options

Repeat – Press { 1 } to replay a message.

Save – Press { 2 } to save a message you've already heard. Depending upon your mailbox, messages may be saved for up to 30 days from the date delivered into voice mail.*

Erase – Press { 3 } to erase a message. If you accidentally press 3, don't hang up. Listen to the prompts and you will be given the opportunity to change the status of that message again.

Reply – Press { 4 } to reply to a message sent by another AT&T Voice Mail (business and/or residential) subscriber through the voice mail system. Refer to description of "Messaging" in Glossary, page 22.

Copy/Forward – Press { 5 } to forward a copy of a message to another AT&T Voice Mail (business and/or residential) subscriber through the voice mail system.**

Repeat Time and Date of Message – Press { 6 } to repeat the time and date a message was sent.

Sending a Voice Mail Message to Another Mailbox

Send messages to other AT&T Voice Mail (business and/or residential) users easily. Send a single message or a message to a group. There is no charge to send messages.

- Press { 2 } at Opening Choices.

- Enter the voice mailbox number of the person you want to receive your message and press { # }.

- You will hear the name or number of the person you want to address your message to.

- To add recipients, enter their mailbox number and press { # } after each one.

- Press { # } again if you have finished adding recipients.

- Press { 5 } to begin recording the message you want to send. When you are done, press { # } .

- Press { # } to send the message, or you can review and re-record the message before sending. Simply follow the prompts.

- Press { 0 } to use one of the special delivery options.

  - Private - Ensures your message can't be copied or forwarded.
  - Future Delivery - Lets you specify when your message will be delivered.
  - Non-Receipt Notification - Lets you know if the message you sent hasn't been reviewed within 24 hours of delivery.
  - Urgent - Ensures your message is played before normal-delivery messages.

> **Quick Tip** At opening prompts:
> Press { 2 } to send a message.
> Enter mailbox number.
> Press { # }.
> Press { 5 } to record your message.
> Press { # } to end the recording.
> Press { # } to send your message.

* Deluxe mailboxes have extra capacity and include additional days of storage.

** If the recipient does not have AT&T Voice Mail or is not within your local calling area, you will be notified by the system.

Other Addressing Options – Guest & Extensions

Press { 0 } to use other addressing options. Other addressing options include:

Guest Addressing – Set up Guest Mailboxes for temporary help, visiting staff from other offices or anyone with whom you wish to send and receive messages. There are four Guest Mailboxes available on each Voice Mailbox and four on each Extension Mailbox. Guest Mailboxes are for your use only – your guest can send messages only to your Host Mailbox and receive messages from you.

- Press { 2 } at the Main Menu to send a message.

- Press { 0 } for Other Addressing Options.

- Press { 1 } to send you message to a Guest Mailbox that you have created.

- Enter the Guest Mailbox number.

- Press { # } .

You are now ready to record and send a message.

Addressing Messages to an Associated Extension Mailbox – If you are addressing an Extension Mailbox with the same Main Mailbox number as yours:

- Press { 2 } at the Main Menu to send a message.

- Press { 0 } for Other Addressing Options.

- Press { 4 } to access Extension Addressing.

- Enter the Extension Mailbox number.

- Press { 0 }.

You are now ready to record and send a message.

Changing Your Voice Mail Settings

Changing Your Password

Protect the privacy of your voice mail messages by changing your password frequently.

- Press { 3 } at opening choices for the Personal Profile Menu, then press { 1 }. The recorded prompts will walk you through the process to change your password.

- Press { # } to cancel and keep your old password or press { * } to accept your new password.

Changing Your Greeting

Changing your voice mailbox recorded name

> **Quick Tip** Change the name your callers hear when they send messages to your voice mailbox whenever you need to. You can easily customize your mailbox for an employee or department.
>
> At opening choices:
> Press { 4 }.
> Press { 1 }.
> Press { 5 } to record.
> Press { # }.
> Press { # }.

- At opening choices, press { 4 } for the Greetings Menu, then press { 1 }.

- Press { 5 } to begin recording, then press { # } when finished.

- Press { # } again to accept the name or { 5 } to re-record.

Changing your personal greeting daily

> **Quick Tip** Your customers hear your personal greeting whenever your phone is answered by voice mail. It's a good idea to frequently change your message.
>
> At opening choices:
> Press { 4 }.
> Press { 2 } to select Greetings.
> Press { 1 } for Personal Greetings.
> Press { 5 } to record.
> Press { # }.
> Press { # }.

- At opening choices, press { 4 } to enter the Greetings Menu then press { 2 } to select your greeting.

- Press { 1 } to select Personal Greetings, then press { 5 } to record a new greeting. Press { # } when you're done.

- To accept this greeting, press { # } again.

- To cancel and re-record, press { * }. You can re-record as many times as you like. Just press { 5 } again and { # } when you're done.

> Q: Do my frequent callers have to listen to my entire greeting every time they call?
>
> A: No. You can tell your callers at the start of your personal greeting to press { # } to skip the rest of your greeting and go straight to the record tone.

Alternate personal greeting

> **Quick Tip** Alternate personal greetings are ideal when you'll be away for an extended period or as a regular after-hours greeting.
>
> At opening choices:
> Press { 4 }.
> Press { 2 }.
> Press { 2 }.
> Press { 5 } to begin recording.
> Press { # }.
> Press { # }.

To record an alternate personal greeting or to edit the current alternate personal greeting:

- At opening choices, press { 4 } for the Greetings Menu, then press { 2 }{ 2 }. This will take you directly to the Alternate Personal Greeting Menu.

- Press { 5 } to begin recording a new personal greeting and { # } when you're done.

- Press { # } again to accept it or { 5 } to re-record.

- Pressing { # } activates the alternate personal greeting you just changed, and callers will hear it until you turn it off.

With your alternate personal greeting activated, each time you access your mailbox you'll be asked to confirm that you want the alternate personal greeting to continue playing. Press { 1 } to continue playing your alternate personal greeting. To switch back to your personal greeting, press { 2 }. It's that easy!

Advanced Features

Voice Mail has a variety of advanced features that can make business messaging even easier.

Alternate Mailbox ID

This feature allows a single voice mailbox to answer calls for two separate telephone numbers.* If you have two locations, you can direct all of your voice mail messages to a single mailbox to make retrieving messages easier.

Group Broadcast Lists

Save time by sending the same message to a number of AT&T Voice Mail (business and/or residential) users simultaneously with group lists. You can create and store up to 15 group lists.

Create a group list

> **Quick Tip** At opening choices:
> Press { 0 }.
> Press { 5 }.
> Press { 1 }.
> Press { 1 }.
> Press { # }.
> Press { 2 }.
> Press { # }.

- At opening choices, press { 0 } for more options.

- Press { 5 } for groups.

- Press { 1 } to create a new group. Give the group a number (between 1 and 15).

- Press { 1 } to add group members.

*This is an optional feature for Voice Mail Series 100 and Series 200 (Port-Based CA only). Please call Customer Service to add this feature.

- Enter the mailbox number for each group member, pressing { # } after each entry.

- Press { # } again when you are finished creating the group list.

- Press { 2 } to record a group title.

- Press { # } to accept the title or press { * } to cancel and re-record.

Send a message to a group list

> **Quick Tip**
> At opening choices:
> Press { 2 }.
> Enter group number.
> Press { 5 } to record.
> Press { # }.
> Press { # }.

- At opening choices, press { 2 } to send a message.

- Enter the group number.

- Select the appropriate group.

- Follow the prompts to record and send a message to your group list.

✓ You can send to both groups and individuals on the same call.

Optional Features

Call Transfer

Sometimes a customer needs to speak with a live person when you're not available. The Call Transfer* feature lets your customers transfer to a live person in your office and leave a detailed message for you.

To set up

- From opening choices, press { 4 } for the Greetings Menu.

- Press { 3 } at the Greetings Menu to select an attendant who will answer your transferred call.

- Press { 1 }, then dial the number you want your calls transferred to.

  - If an attendant number has not been selected, you will be asked for the number of the person to whom you wish to transfer the call.

  - If you have already selected an attendant, you'll hear the name or telephone number of that person.

- Press { # } to accept it, or dial a new telephone number and press { # }. Voice mail confirms the recorded name or telephone number of your attendant and returns you to the Greetings Menu.

✓ Be sure your greeting tells callers they can press { 0 }{ 3 } to reach someone in your office or to leave a message.

Example: "This is Bob Smith. Thank you for calling. Please leave a message after the tone. If you would like to speak with someone live, press 03 now or after you leave your message. Thank you."

*Voice Mail Series 100 and Series 200 (Port-Based CA only). This is an optional feature in California; please call Customer Service to add this feature.

Extension mailboxes

They are an easy way to sort messages for multiple employees or departments that share one line.

- Dial the access number listed on your Welcome Letter.

- Enter the temporary password and press { # }. You will also need to dial your mailbox number.

- Enter the extension mailbox number followed by { # }.

If you are missing your access number or password, call:

For service in California
- 1-800-540-8020 in California
- 1-800-989-8020 outside California

For service in Nevada
- 1-877-469-2355

✔ Extension mailboxes allow your customers to leave detailed messages for any of your associates or employees. Example: "Thank you for calling Smith Landscaping Company. To leave a message for John Smith, press 2# now. For Mary Smith, press 3# now. You can also leave a message in our general mailbox after the tone."

Do you want to give your associates all the benefits of voice mail while sharing one telephone line? Extension mailboxes are the solution – each extension has its own private mailbox. To order, call:

For service in California
- 1-800-540-8020 in California
- 1-800-989-8020 outside California

For service in Nevada
- 1-877-469-2355

Message indicators

Voice Mail offers two types of message indicators for Voice Mail Series 100 and Series 200. Both may be provided at no additional charge and cannot be offered separately (CA only).

Intermittent tone – A broken dial tone indicates you have messages when you pick up the telephone.

Visual Message-Waiting Indicator* – A blinking light indicates you have messages. This indicator requires telephone equipment that is compatible with telephone company CLASS features. This equipment must be purchased separately. Please check with your local retailer or call to order.

For service in California
- 1-800-750-2355

For service in Nevada
- 1-877-469-2355

Message-Waiting Indicator is turned on whenever a Main Mailbox or its associated extension mailboxes have new messages. The Message-Waiting Indicator is turned off only when all new messages have been either saved or erased from the main and extension mailboxes.

*available in most areas

Pager Notification*

With Pager Notification, Voice Mail will page you when a new voice mail message arrives. You can now supply your clients with just one number to reach you, rather than several different phone numbers. To order, call:

For service in California
- 1-800-540-8020 in California
- 1-800-989-8020 outside California

For service in Nevada
- 1-877-469-2355

From opening choices, press { 3 } for Personal Profile and press { 3 } again for Pager Notification.

- If paging is off:

  - Press { 1 } to turn it on.

  - Press { 2 } to leave it off.

- If paging is on:

  - Press { 1 } to leave it on.

  - Press { 2 } to turn it off.

Note: You must have a pager and have Pager Notification set up for this feature to be active. Please call Customer Service to order the feature. Pager Notification will transmit the voice mailbox number for Series 50 or the number users dial to access their voice mailbox.

Pager notification settings

You can choose to be paged for all messages or just for urgent ones.

- Press { 3 } to change the type of message notification.
  - Press { 1 } for notification of all messages.
  - Press { 2 } for notification of urgent messages only.

✓ Be sure to mention in your personal greeting that you'll be paged when messages are left in your mailbox. If you're paged only for urgent messages, tell callers to press { 4 } after recording their message if they want you paged. Sample: "This is Bob Smith for Tuesday, January 16. Please leave a message after the tone. If this is urgent, press 4 after leaving your message and I will be paged."

* Pager Notification is intended to page to a pager. Use of Pager Notification to any device other than a pager (e.g. cellular/wireless phone number) may count as an incoming call or text message and be applied against your monthly allowance. Please check with your cellular/wireless provider.

Glossary of Terms and Frequently Asked Questions

Access Number – The telephone number Voice Mail Series 100 and Series 200 (Port-Based CA only) users dial to access their voice mailboxes.

Call Forwarding Features – Used to forward your line to voice mail when your line is busy or not answered. Local usage charges may apply.

Mailbox Number – Your office telephone number associated with your voice mailbox. Series 50 users must dial this number to access their voice mailboxes.

Messaging – When a message is sent from one mailbox to another through the system without ringing the telephone.

Password – The 6- to 13-digit number you use to keep your messages private. Your password cannot start with zero (0).

Personal Greeting – The message your callers hear when the call is forwarded to voice mail.

Recorded Name – Your name or company name. Callers will hear this name when they send a message to another voice mailbox.

Voice Mail Series 50 – Voice mail service best suited for businesses that do not need/want an office number. Series 50 is a direct-dial mailbox. Your callers dial your Series 50 mailbox directly to leave a message.

Voice Mail Series 100 – Voice mail service associated with each of your direct business line(s).

Series 200 Port-Based Voice Mail – Available in California only. A port-based voice mail service for large businesses that desire to manage their own voice mail service.

Q: What is my access number?

A: For Voice Mail Series 100 and Series 200 customers, this is the number you call to get into your voice mailbox. If you have forgotten your access number, call:

For California customers
1-800-540-8020 in California or
1-800-989-8020 outside California

For service in Nevada
1-877-469-2355 inside or outside Nevada

Series 50 customers do not have an access number.

Q: What is my mailbox number?

A: It is your office telephone number if you are an Voice Mail Series 100 or Series 200 (CA only) customer. For Series 50 users, it is the telephone number given to you when your voice mail service was activated.

Q: How do I change my password?

A: It's simple. Just press { 3 } at Opening Choices to access your Personal Profile, then press { 1 } to change your password. (See page 13.)

Q: What does it mean when my mailbox gets locked?

A: Mailbox lock is a security feature. Your mailbox will automatically lock after three invalid password attempts. If this happens, call Customer Service. (See page flap.)

Q: What's the difference between my recorded name and my personal greeting?

A: Your recorded name is just that: your name or your business name. It's played when other voice mail users send a message directly to your mailbox from within the system. Your personal greeting is what callers hear when they reach your voice mailbox by calling your business number. Personal greetings include a name and/or company name and ask the caller to leave a message. You can record greetings of up to two minutes. (See page 14.)

Q: Why would I want to use an alternate personal greeting?

A: It's perfect when you're going to be out of the office for a few days. Instead of re-recording your personal greeting, you can use the alternate personal greeting that tells callers where you'll be and when you'll be back. It doesn't erase the personal greeting. The voice mail system reminds you every time you check your messages that the alternate personal greeting is on.

Q: Are there any other usage charges?

A: If the local service for the telephone line(s) associated with this service includes a per-call or per-minute local call charge, that charge will apply to the use of your Voice Messaging Service. Charges apply for a local call every time a message is retrieved from the mailbox or the mailbox is accessed in any way from that local telephone number. Applicable local call charges also apply every time a caller leaves or attempts to leave a message. If the local call on the telephone number(s) associated with this voice messaging service is on a calling plan (e.g. minutes-of-use plan), calls to the mailbox (as described above) will be counted against the monthly allowance. Calls to the mailbox from outside the local calling area of the telephone number associated with the mailbox incur applicable local toll or long distance charges.

Q: How do I access my messages when I'm out of the office?

A: For Voice Mail Series 50, dial your mailbox number, press { * } and enter your password. For Voice Mail Series 100 and Series 200 (Port-Based CA only) users, dial your access number, then enter your password and mailbox number. Or if you have a telephone that forwards calls directly to your voice mailbox, you can dial that number and press { * } when you hear your personal greeting. Then enter your password and press { # }.[1]

¹Usage charges may apply.

Q: How do I activate Pager Notification?

A: This is an optional feature. First, you must have an active pager. Second, call AT&T Companies to add the feature to your mailbox. To order, call:

For service in California
1-800-540-8020 in California
1-800-989-8020 outside California

For service in Nevada
1-877-469-2355

When you are ready to activate Pager Notification, press { 3 }{ 3 } at Opening Choices. Then press { 1 } to turn paging on. Select whether you want to be paged for all messages or only for those marked urgent. The voice prompts will walk you through the steps.

Q: How long are messages saved?

A: Messages can be saved for either 14 or 30 days from the date they were delivered, dependent on the type of mailbox you purchase. Please check your Welcome Letter or call Customer Service if you have questions.

Q: Is there a way to visually know if I have a message?

A: Yes. Voice Mail Series 100 and Series 200 (Port-Based CA only) customers can purchase a special telephone or adjunct unit with a Visual Message-Waiting Indicator.*

Q: What is Call Transfer?

A: This is an optional feature in CA. California customers call AT&T Companies to add the feature to your mailbox. Call Transfer is useful if you want to give your callers the option of speaking to a live person to leave a message for you. (See page 17 for more details.) To order, call:

For service in California
1-800-540-8020 in California
1-800-989-8020 outside California

*Visual Message-Waiting Indicator service requires telephone company-compatible equipment, which must be purchased separately. Visual Message-Waiting Indicator is not available in all areas. Available for Voice Mail Series 100 and Series 200 (Port-Based CA only).

Q: Can I change the number of times my phone rings before voice mail answers a call?

A: Yes, but you will need to call AT&T Companies to adjust your ring cycle. In California, within the first 14 days of service there is no charge to make this change. After that, there's a service charge each time you change your ring cycle. In Nevada, there is no charge to make this change up until the day after the order is due. After that, there's a service charge each time you change your ring cycle. To order, call:

> For service in California
> 1-800-540-8020 in California
> 1-800-989-8020 outside California

> For service in Nevada
> 1-877-469-2355

Q: Sometimes voice mail doesn't seem to recognize the buttons that I push on the phone. Why is this?

A: Make sure that the tone/pulse button on your phone is set to tone. Voice mail cannot recognize pulse signals. Also, some cellular phones do not send a signal clear enough to be recognized by voice mail.

Q: When I want to use my modem, I cannot dial out because of the intermittent tone on my line. How can I get around this?

A: Listen to and save your messages. This will turn the intermittent message-waiting indicator off.

Information Contacts

AT&T Messaging
P.O. Box 2630
San Ramon, CA 94583

Customer Service
California customers:
In California 1-800-540-8020
Outside California 1-800-989-8020

Nevada customers:
Inside and outside Nevada 1-877-469-2355

For recorded tutorial information for California customers
Voice Mail Series 50
1-800-540-2865

Voice Mail Series 100
Voice Mail Series 200 (Port-Based CA only)
1-800-540-2861

Internet: www.att.com

AT&T Business Voice Mail Navigation Map

The Message Review Toolbox

While messages are playing, you can control what you hear.

{ 8 } Pause/resume

{ 9 } Forward 10 seconds

{ 9 }{ 9 } Forward to end

{ * } Exit review at any time

{ 0 } Hear review options

{ 0 }{ 0 } Help

{ # } Skip to the next message

{ # }{ # } Skip to the next type of message (new to saved, etc.)

{ 6 } Repeat envelope information

{ 7 } Back up 10 seconds

{ 7 }{ 7 } Back up to start

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at&t
Your world. Delivered.

Voice Mailbox Number: _____

For recorded tutorial information for
California customers:
AT&T Business Voice Mail Series 50
1-800-540-2865

Voice Mail Series 100
Voice Mail Series 200
(Port-Based CA only)
1-800-540-2861

Internet: www.att.com

Customer Service:
California customers:
(In California)
1-800-540-8020
(Outside California)
1-800-989-8020

Nevada Customers:
Inside and Outside Nevada
1-877-469-2355